

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for approval of proposed  
demand-side management plan, by Florida  
Power & Light Company.

DOCKET NO. 20250048-EG  
ORDER NO. PSC-2025-0292-PAA-EG  
ISSUED: July 29, 2025

The following Commissioners participated in the disposition of this matter:

MIKE LA ROSA, Chairman  
ART GRAHAM  
GARY F. CLARK  
ANDREW GILES FAY  
GABRIELLA PASSIDOMO SMITH

NOTICE OF PROPOSED AGENCY ACTION  
ORDER APPROVING WITH MODIFICATION FLORIDA POWER & LIGHT COMPANY'S  
DEMAND-SIDE MANAGEMENT PLAN

BY THE COMMISSION:

NOTICE is hereby given by the Florida Public Service Commission that the action discussed herein is preliminary in nature and will become final unless a person whose interests are substantially affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code (F.A.C.).

Background

Sections 366.80 through 366.83, and 403.519, Florida Statutes (F.S.), known collectively as the Florida Energy Efficiency and Conservation Act (FEECA), require the Florida Public Service Commission (Commission) to adopt appropriate goals to increase the efficiency of energy consumption. FEECA emphasizes reducing the growth rates of weather-sensitive peak demand, reducing and controlling the growth rates of electricity consumption, reducing the consumption of expensive resources such as petroleum fuels, and encouraging demand-side renewable energy systems. Once the goals are approved, each utility must develop a Demand-Side Management (DSM) Plan with programs to meet the utility's goals, and associated program participation standards, and submit the plan to us for approval to recover costs.

We established energy conservation goals for Florida Power & Light Company (FPL or Utility) in Docket No. 20240012-EG (2024 Goalsetting Order).<sup>1</sup> On March 18, 2025, FPL filed its petition requesting approval of its DSM Plan and the associated program participation

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<sup>1</sup> Order No. PSC-2024-0505-FOF-EG, issued December 18, 2024, in Docket No. 20240012-EG, *In re: Commission review of numeric conservation goals (Florida Power & Light Company)*.

standards in order to meet our approved numeric goals. The petition also included tariffs with minor revisions to the existing Residential On Call program, and the new HVAC Services Rider and HVAC Services Agreement. The HVAC Services Rider tariff implements the HVAC On-Bill Pilot program discussed below.

We have jurisdiction over this matter pursuant to Sections 366.80 through 366.83, and 403.519, F.S.

### Decision and Analysis

We are charged with review of DSM plans to ensure that they implement the utility goals pursuant to Section 366.82(7), F.S. Rule 25-17.0021(4), Florida Administrative Code (F.A.C.), also outlines our filing requirements and program participation standards for the utilities subject to FEECA. We also consider whether the programs are cost-effective.<sup>2</sup> Pursuant to 366.82(7), F.S., we may then elect to approve, modify, or deny a utility's DSM plan.

### **Description of FPL's Proposed DSM Plan Programs**

We reviewed FPL's proposed DSM Plan, including its demand and energy savings, cost-effectiveness, and rate impact. Overall, the programs within the proposed DSM Plan are consistent with the proposed DSM programs that are set forth in FPL's Goalsetting Order. A complete list of the programs and a brief description of each can be found in Attachment A. We have also reviewed FPL's program participation standards, which can be found in Attachment B, and they appear to be consistent with FPL's DSM Plan.

FPL's proposed DSM Plan consists of a total of 15 programs, including seven residential programs, two of which are pilot programs, seven commercial/industrial programs, and one research and development program. FPL proposes to continue 13 existing programs, three with modifications, and to add two new programs. The modifications consist of removing measures that were no longer cost-effective and adding new measures that are cost-effective based on the 2024 Technical Potential Study.

FPL's Conservation Research and Development (CRD) program is an existing program that does not directly produce demand or energy savings, but it has been included in FPL's prior DSM Plans. This program allows the Utility to investigate technologies that may support the development of new demand response and energy efficiency programs. These studies have resulted in several measures being incorporated into FPL's DSM portfolio, and also serve as a source for providing FPL's customers with accurate information and responses to their energy technology questions. As such, we find that the continued inclusion of the CRD program in FPL's DSM Plan is reasonable.

The two new pilot programs included in FPL's 2024 DSM plan are the Low-Income Renter Pilot program and the HVAC On-Bill Pilot program. The Low-Income Renter Pilot

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<sup>2</sup> Also see PSC Order No. 22176, issued November 14, 1989, in Docket No. 890737-PU, *In re: Implementation of Section 366.80-.85, F.S., Conservation Activities of Electric and Natural Gas Utilities*.

program was included in FPL's DSM Plan to incentivize landlords of low-income rental properties to install higher efficiency heating, ventilation, and air conditioning (HVAC) equipment to benefit current and future tenants with lower energy bills. Participation allows residents of rental properties to install higher efficiency heating, ventilation, and air conditioning. This pilot is limited to 500 installations per year over a three-year pilot period so that we may assess the program's effectiveness. FPL's other new program, the HVAC On-Bill Pilot program, is discussed below.

### **HVAC On-Bill Pilot Program**

The proposed HVAC On-Bill Pilot program is a new pilot program that provides an option within FPL's traditional Residential On Call program that allows participants to acquire a new HVAC unit under the Utility's proposed HVAC Services Rider and Optional HVAC Services Agreement. We approve the program, with one modification listed below, because it encourages the adoption of efficient, new HVAC equipment and provides cost-effective load control to FPL and the general body of rate payers.

FPL's HVAC On-Bill Pilot program is a five-year pilot program. In order to qualify for the program, participants must meet FPL's proposed eligibility requirements, which include being home owners, being in good standing with the Utility, and meeting the Utility's minimum credit requirements (i.e., providing a cash security, a surety bond, or a bank letter of credit as requested by the Utility). In addition, participants are required to install an HVAC unit that meets the minimum baseline efficiency standard, but may opt to install a more energy-efficient HVAC unit, if desired.

Customers will receive a bill credit for participation in the HVAC On-Bill Pilot program. These load management credits will be applied to the customers' bills as either: (1) the net present value of the monthly credits available under the traditional Residential On Call program as (a) a credit against the participant's initial monthly fees, or (b) an up-front credit; or (2) as an offset against the monthly program fees as provided under the traditional Residential On Call program. Once all payment obligations under the service agreement are satisfied, the participant can take ownership of the HVAC unit. In the event of payment defaults, participants are be subject to disconnection of their electric service, as a last resort, after providing at least five working days written notice if the payment default is not cured.

The costs associated with the HVAC On-Bill Pilot program are subject to review and approval through the Energy Conservation Cost Recovery (ECCR) clause. Due to the levelized program design, the general body of ratepayers subsidize the program during the first half of each service agreement term, but are projected to be made whole under the second half of the agreement terms as participants' levelized monthly payments exceed the declining revenue requirements. FPL asserted that should there remain any under-recovered costs from program participants, the balance is recovered from the general body of ratepayers through the ECCR clause.<sup>3</sup>

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<sup>3</sup> In the event of any under-recoveries related to program costs, such as maintenance, repair, or administrative costs above the estimates included in the monthly payment obligations under the service agreements, and/or payment

FPL adjusted the program structure from what it originally presented in the 2024 DSM goal setting proceeding to align HVAC On-Bill credits with the credits provided under FPL's traditional Residential On Call program.<sup>4</sup> FPL also modified the participants' property insurance requirements, such that FPL will secure insurance to cover any force majeure loss or damages to the HVAC equipment and will recover these costs from participants over the life of the service agreement. FPL will provide each participant an informational document summarizing the terms and conditions under the Optional HVAC Services Agreement. FPL will ensure that customers enrolling in the HVAC On-Bill Pilot program have full awareness of the terms and conditions, including the required payment schedule for the service, costs for early termination of the service agreement, and the possibility of electric service disconnection as a result of payment defaults.

In order to monitor customer benefits, we shall include the following reporting requirements for FPL's HVAC On-Bill Pilot program: 1) the monthly charge for the program will be shown as a separate line item on the participant's electric bill, (2) for the term of the HVAC On-Bill pilot period, the Utility will report pilot costs and revenues to us in the Utility's annual ECCR True-Up and Projection filings, and (3) FPL will report pilot achievements in the Utility's DSM Annual Report.

We find one modification to FPL's new program is required. In its petition, FPL proposed that its HVAC On-Bill Pilot participants be required to participate in the load management in the program for 10-, 12-, or 15-year terms, subject to a cancellation fee for early termination. We are removing the required time frames and set service agreement terms for customers for the load management portion of the program. Eliminating this requirement is consistent with the traditional Residential On Call program, which allows participants to exit the program at any time and at no cost, as long as FPL is provided at least seven days advance notice. By aligning the Residential On Call and the HVAC On-Bill Pilot load management programs cancellation provisions, FPL can gain valuable information about how the programs work together, which will result in a customer benefit.

Moreover, to ensure fairness and customer benefits for all FPL customers, if HVAC On-bill Participants elect to leave the program and have already received advanced payment of bill credits, such participants shall be required to pay a termination fee associated with only the remaining amount of those credits. In addition, participants exiting the HVAC On-bill program shall still be responsible for the remaining monthly payments associated with the HVAC equipment and maintenance.

As a result of our modification eliminating the service agreement terms, FPL shall submit revised versions of its Optional HVAC Services Rider tariff, Optional HVAC Services Agreement tariff, and program participation standards that reflect our decision. Our staff is

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defaults, FPL will recover these costs from future participants' payments. This includes any costs associated with debt collection attempts, bad debt, and return on capital investment.

<sup>4</sup> In Docket No. 20240012-EG, FPL originally proposed a monthly bill credit of \$6.75 for the HVAC On-Bill program, which results in a participant receiving approximately \$81 in bill credits annually; whereas, FPL proposed a monthly bill credit of \$6.00 for the months of April through October for central electric air conditioners, and a monthly bill credit of \$2.75 for the months of November through March for central electric heaters under the traditional Residential On Call program. The latter results in an annual bill credit amount of approximately \$55.75. Therefore, this modification results in an overall reduction in bill credit costs that the general body of ratepayers will be responsible for under this program.

granted administrative authority to approve the filing if it is consistent with the modification discussed above. The filing shall indicate participants' option to opt out of the load management portion of the HVAC On-Bill Pilot program, outline participants' requirements to be eligible to do so, and provide an annual estimate of the amount to be refunded for any advanced payment of bill credits.

### **Overall Program Participation Rates and Cost Effectiveness FPL's DSM Plan and Programs**

Regarding program participation rates for FPL's DSM Plan and programs, FPL's projected program participation rates for the programs included in its plan are consistent with the participation rates approved in FPL's 2024 Goalsetting Order. This includes the participation increase for FPL's Residential Low-Income Weatherization program. The projected program demand and energy savings meet the goals established by us in the 2024 Goalsetting Order, and the programs included in FPL's DSM Plan are directly monitorable and measurable. FPL is responsible for monitoring actual participation rates and seeking our action, if necessary, to modify, add, or remove programs to address participation rates.

As required by Rule 25-17.008, F.A.C., FPL provided cost-effectiveness analyses for the programs included in its DSM Plan using the Participants, Rate Impact Measure (RIM), and Total Resource Cost (TRC) tests. The programs included in FPL's proposed DSM Plan are cost-effective based upon the Participants test, and either the RIM or TRC test. Table 1 shows an estimate of the annual ECCR expenditures and monthly rate impact on a typical residential customer for FPL's DSM Plan.

**Table 0**  
**FPL's DSM Plan Annual ECCR Costs and Estimated Monthly Rate Impact**

<b>Year</b>	<b>Annual ECCR Costs</b>	<b>Residential Customer</b>
	<b>(\$)</b>	<b>(\$/1,000 kWh/mo)</b>
<b>2025</b>	\$170,699,814	\$1.44
<b>2026</b>	\$170,490,353	\$1.43
<b>2027</b>	\$166,239,808	\$1.38
<b>2028</b>	\$165,738,981	\$1.36
<b>2029</b>	\$166,047,747	\$1.35
<b>2030</b>	\$166,869,100	\$1.33
<b>2031</b>	\$167,001,598	\$1.31
<b>2032</b>	\$166,874,551	\$1.29
<b>2033</b>	\$167,058,768	\$1.26
<b>2034</b>	\$167,278,257	\$1.24
<b>Total</b>	\$1,674,298,976	-

Source: Document No. 03028-2025

The results of these cost-effectiveness analyses are consistent with the cost-effectiveness analyses results provided for the proposed programs used to develop FPL's DSM goals in its

2024 goalsetting proceeding. Therefore, we find that FPL's DSM Plan and the associated program participation standards, with the modifications discussed, be approved. If FPL finds it is unable to meet the DSM goals with its DSM programs, it must seek our action, if necessary, to modify, add, or remove programs to address the issue or the Utility may be subject to appropriate action by us.

### **Conclusion**

The programs included in FPL's proposed DSM Plan are cost-effective based upon the Participants test, and either the RIM or TRC test. FPL's DSM Plan is projected to meet the annual numeric conservation goals approved by us in the 2024 Goalsetting Order. In addition, we reviewed FPL's program participation standards and they appear to be consistent with FPL's DSM Plan.

We approve the FPL's HVAC On-Bill Pilot program as modified to: eliminate the participants' requirement to participate in the Residential On Call program for the entire 10-, 12-, or 15-year service agreement terms.

We find that FPL shall submit revised versions of its Optional HVAC Services Rider tariff, Optional HVAC Services Agreement tariff, and program participation standards, as applicable, that reflect these modifications within 30 days of the Consummating Order in this docket, and we grant our staff administrative authority to review and approve these documents.

Upon our approval, FPL may file for cost recovery of the programs included in its DSM Plan in the ECCR clause proceeding. However, FPL must demonstrate that the expenditures to implement its DSM programs are reasonable in order to recover those expenditures.

Based on the foregoing, it is

ORDERED that Florida Power & Light Company shall modify its HVAC On-Bill Pilot program to eliminate the participants' requirement to participate in the Residential On Call program for the entire 10-, 12-, or 15-year service agreement terms and submit revised versions of its Optional HVAC Services Rider tariff, Optional HVAC Services Agreement tariff, and program participation standards, as applicable, that reflect these modifications within 30 days of the Consummating Order in this docket, and we grant our staff administrative authority to review and approve these documents. It is further

ORDERED that upon final approval by us, Florida Power & Light Company may file for cost recovery of the programs included in its DSM Plan in the Energy Conservation Cost Recovery clause proceeding. However, Florida Power & Light Company must demonstrate that the expenditures to implement its Demand Side Management programs are reasonable in order to recover those expenditures. It is further

ORDERED that Florida Power & Light Company is responsible for monitoring actual participation rates and petitioning, if necessary, to modify, add, or remove programs and/or standards as necessary to meet the annual conservation goals. If Florida Power & Light Company is unable to meet the goals established by the 2024 Goalsetting Order, then Florida

Power & Light Company may be subject to appropriate action, up to and including financial penalties. It is further

ORDERED that if no person whose substantial interests are affected by the proposed agency action files a protest within 21 days of the issuance of the order, a consummating order will be issued. The docket shall remain open for Commission staff's verification that the revised documents have been filed by the Utility and approved by Commission staff. When the proposed agency action is final and the revised documents have been approved, this docket may be closed administratively.

By ORDER of the Florida Public Service Commission this 29th day of July, 2025.



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ADAM J. TEITZMAN  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
(850) 413-6770  
[www.floridapsc.com](http://www.floridapsc.com)

Copies furnished: A copy of this document is provided to the parties of record at the time of issuance and, if applicable, interested persons.

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing that is available under Section 120.57, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

The action proposed herein is preliminary in nature. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on August 19, 2025.

In the absence of such a petition, this order shall become final and effective upon the issuance of a Consummating Order.

Any objection or protest filed in this/these docket(s) before the issuance date of this order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.



## **Florida Power & Light Company 2025 – 2034 DSM Programs**

### **Residential Programs:**

#### ***Residential Energy Survey Program***

The Residential Energy Survey program is designed to educate customers on energy efficiency and encourage them to participate in FPL's demand-side management (DSM) programs, as well as implement recommended energy-saving measures and practices that may not be included in FPL's residential programs. In addition to individual surveys, the program offers customer education on conservation measures through presentations at community events and local schools. The Residential Energy Survey program plays a crucial role in helping educate FPL customers on ways to reduce energy consumption and costs while supporting FPL's overall DSM efforts. The program assists customers in recognizing potential energy savings and helps identify candidates for other FPL DSM programs. By offering various channels for energy surveys and promoting energy efficiency education, the program ensures that all FPL residential customers, whether homeowners or renters, can benefit from improved energy efficiency and cost savings. Energy surveys are offered through the following channels:

- Home Energy Survey: Conducted by an FPL representative at the customer's home, this in-person survey identifies opportunities for customers to improve energy efficiency and participate in other FPL DSM programs.
- Online Home Energy Survey: Customers can perform this self-service survey using FPL's online system, which provides personalized recommendations based on customer input.
- Phone Energy Survey: Conducted by an FPL representative over the phone using FPL's online system, this survey provides similar benefits to the in-home survey but with added convenience.

#### ***Residential Load Management (On Call®) Program***

The Residential On Call® program is designed to help FPL manage energy demand by allowing the utility to turn off certain customer-selected appliances during periods of extreme demand, capacity shortages, and system emergencies including system frequency regulation. FPL installs equipment to control eligible appliances, including central air conditioners/electric heating, water heaters, and pool pumps. Through this program, customers are educated on the benefits of participating in load management initiatives which help maintain system reliability and efficiency. By enrolling in the Residential On Call® program, customers actively contribute to reducing peak demand and overall energy consumption during critical periods, supporting both personal cost savings and broader energy conservation goals.

#### ***HVAC On-Bill (HOB) Pilot Program***

The HOB pilot is an option within FPL's Residential On Call® program that provides customers with new HVAC equipment, routine service, and maintenance for a fixed monthly charge on their electric service bill. The HOB pilot encourages the adoption of efficient, new HVAC equipment without requiring an upfront payment from the customer and provides cost-effective load control to FPL and the general body of customers. The HVAC equipment installed under

the pilot is subject to load management and participants receive bill credits in accordance with the Utility's Residential On Call® tariff and the HVAC Services Agreement.

### ***Residential HVAC Program***

The Residential HVAC program aims to help customers reduce their heating and cooling costs by providing rebates for the installation of high-efficiency central air conditioning or heat pump systems. This program educates customers on the benefits of installing high-efficiency HVAC systems to reduce energy costs and improve overall home comfort. By providing a monetary incentive, the program encourages customers to opt for systems that exceed federal efficiency standards, thereby contributing to energy conservation and DSM goals. The goal is to encourage the adoption of high-efficiency HVAC systems, thereby enhancing energy efficiency in residential settings. FPL delivers this program through Participating Independent Contractors (PICs), who offer the rebate to the customer at the time of qualifying air conditioning or heat pump installation.

### ***Residential Ceiling Insulation Program***

The Residential Ceiling Insulation program encourages customers to improve their home's thermal efficiency by providing rebates for ceiling insulation in qualifying homes. FPL delivers this program through PICs, who provide the rebate to the qualifying customer at the time of ceiling insulation installation. The program aims to enhance energy efficiency and reduce energy consumption in residential properties by improving the building envelope's thermal efficiency.

### ***Residential New Construction (BuildSmart®) Program***

The Residential BuildSmart® program is designed to encourage builders and developers to design and construct energy-efficient new homes that achieve BuildSmart certification and move to achieve ENERGY STAR® qualifications, achieving an energy performance improvement score of at least ten points better than current building codes require. The program educates builders and developers on the benefits of constructing energy-efficient homes and provides technical support, regular training, and certification processes, alongside financial incentives to builders. By promoting superior building practices that align with ENERGY STAR® qualifications, the program leads to significant energy savings and enhanced sustainability. The BuildSmart® program is delivered to builders, developers, and owner-builders of new homes by FPL Program Specialists who certify that the homes meet the BuildSmart program requirements.

### ***Residential Low-Income Weatherization Program***

The Residential Low-Income Weatherization program is specifically designed to assist low-income customers by providing direct installation of energy saving measures. The program operates through two distinct models. First, low-income areas are identified and proactively canvassed to recruit qualifying customers for measure installation through FPL's Community Energy Saver initiative. The initiative also includes a free energy survey to help customers identify additional low and no-cost ways to reduce energy consumption. Second, Weatherization Assistance Providers or other FPL-approved agencies who have installed specified measures can submit rebate requests to FPL.

### ***Low-Income Renter Pilot Program***

FPL's Low-Income Renter Pilot program encourages landlords of low-income rental properties to upgrade HVAC systems for energy efficiency, benefiting renters with lower energy bills. The program offers financial incentives to cover the incremental cost of replacing code-compliant units with high-efficiency HVAC systems. This initiative supports FPL's commitment to energy conservation and helps low-income renters reduce their energy costs. Participation is limited to 500 installations per year over three years to assess the program's effectiveness for potential future expansion.

## **Commercial/Industrial Programs:**

### ***Business Energy Evaluation (BEE) Program***

The BEE program is designed to educate customers on energy efficiency and encourage the implementation of recommended practices and measures, even if these are not included in FPL's DSM programs. The BEE program is also used to identify potential candidates for other FPL DSM programs. This program is delivered through three channels: online through an FPL system, by phone with FPL representatives using the online system, or on-site by FPL representatives. These delivery methods ensure that business customers, whether they own or rent their facility, can access the program and benefit from its services.

### ***Business On Call® Program***

The Business On Call® program is designed to help FPL manage energy demand by allowing the utility to turn off air conditioners during periods of extreme demand, capacity shortages, and system emergencies including system frequency regulation. FPL installs equipment to control customer's Direct Expansion (DX) central electric air conditioners. Through this program, customers are educated on the benefits of participating in load management initiatives which help maintain system reliability and efficiency. By enrolling in the Business On Call® program, customers actively contribute to reducing peak demand and overall energy consumption during critical periods, supporting both personal cost savings and broader energy conservation goals. The Business On Call® program utilizes contractors to install and service the load control equipment necessary for participation.

### ***Commercial/Industrial Demand Reduction (CDR) Program***

The CDR program is designed to allow FPL to control customer loads of 200 kW or greater during periods of extreme demand, capacity shortages, or system emergencies. Participating customers receive monthly bill credits based on the amount of kW they are willing to have interrupted. Participation in the program is governed by the FPL CDR Rider and Agreement. Each customer enrollment is unique, determined by the specific amount of kW the customer agrees to have interrupted. Once a completed agreement is executed, contractors install equipment at the customer's premises that allow FPL to remotely interrupt the applicable load.

### ***Commercial/Industrial Load Control (CILC) Program (CLOSED)***

The CILC program allows FPL to control customer loads of 200 kW or greater during periods of extreme demand, capacity shortages, or system emergencies. This initiative helps maintain system reliability and efficiency by shedding large commercial and industrial customer loads as referenced in the CILC agreement. The program is governed by the requirements in FPL CILC

Tariff Sheet Nos. 8.650 – 8.659 and applicable Agreement. The program was closed to new participants as of December 31, 2000, and is only available to existing participants who had entered into a CILC agreement as of March 19, 1996.

### ***Business HVAC Program***

The Business HVAC Program is designed to encourage commercial and industrial customers to install high-efficiency electric HVAC systems and aims to help these customers reduce their overall heating and cooling costs. The primary types of eligible systems include chillers and split/package DX systems. The program also encourages the installation of Variable Frequency Drives on HVAC pumps to enhance system efficiency.

### ***FPL Business Lighting Program***

The Business Lighting Program encourages customers to install high-efficiency LED lighting systems by providing incentives for the installation of qualifying lighting fixtures. Customers enroll in the program by submitting project details, including the number and size of qualifying lighting fixtures installed, and FPL provides the rebate through a direct payment to the customer.

### ***FPL Business Custom Incentive (BCI) Program***

The BCI Program helps business customers save energy by providing customized rebates for the installation of unique high-efficiency technologies not covered by other FPL DSM programs. FPL will evaluate the energy and demand savings of the project and determine any potential rebate based on the program standards.

### **Other Programs:**

#### ***Conservation Research and Development (CRD) Program***

The CRD Program identifies and scientifically evaluates the energy and demand reductions and customer economics of emerging energy efficiency and demand response technologies and practices under FPL's climate conditions. This program allows for FPL-specific analysis to provide accurate assessments of cost-effectiveness and applicability for possible inclusion in a future DSM Plan.

**Florida Power & Light Company**  
**Demand Side Management**  
**Program Standards**  
**2025**

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# **FPL Residential Program Portfolio**

## **Program Standards**

**2025**

## **Residential Energy Survey Program Standards**

### **1. Program Overview**

The Residential Energy Survey program is designed to educate customers on energy efficiency and encourage them to participate in Florida Power & Light Company's (FPL) Demand-Side Management (DSM) programs, as well as implement recommended energy-saving measures and practices that may not be included in FPL's residential programs. In addition to individual surveys, the program offers customer education on conservation measures through presentations at community events and local schools. The Residential Energy Survey program plays a crucial role in helping educate FPL customers on ways to reduce energy consumption and costs while supporting FPL's overall DSM efforts. The program assists customers in recognizing potential energy savings and helps identify candidates for other FPL DSM programs. By offering various channels for energy surveys and promoting energy efficiency education, the program ensures that all FPL residential customers, whether homeowners or renters, can benefit from improved energy efficiency and cost savings. Energy surveys are offered through the following channels:

- Home Energy Survey (HES): Conducted by an FPL representative at the customer's home, this in-person survey identifies opportunities for customers to improve energy efficiency and participate in other FPL DSM programs.
- Online Home Energy Survey (OHES): Customers can perform this self-service survey using FPL's online system, which provides personalized recommendations based on customer input.
- Phone Energy Survey (PES): Conducted by an FPL representative over the phone using FPL's online system, this survey provides similar benefits to the in-home survey but with added convenience.

### **2. Eligibility Requirements**

- Customers must have an active FPL residential account.

### **3. Participation Requirements**

- The survey must be performed by an FPL representative either at the customer's home, over the phone, or by the customer using FPL's online survey tool at FPL.com.

### **4. Incentives**

- The program is free of charge to participants.
- Residential Energy Surveys identify opportunities for customers to receive financial incentives through other FPL residential programs.

### **5. Reporting Requirements**

- Program costs will be reported to the Commission in FPL's Energy Conservation Cost Recovery (ECCR) True-Up and Projection filings.
- Program achievements will be reported in FPL's DSM Annual Report.



**6. Disclaimers**

- “The utility does not warrant or guarantee the audit findings or recommendations, nor is the utility liable as a result of the audit for the acts or omissions of any person who implements or attempts to implement those conservation measures recommended by the auditor” (Rule 25-17.003, Florida Administrative Code).
- It is the sole responsibility of the customer to determine whether any energy conservation measure is appropriate for their property and to manage any independent contractor that is selected and hired by the customer.

### **Residential Load Management (On Call®) Program Standards**

#### **1. Program Overview**

The Residential Load Management (On Call®) program is designed to help FPL manage energy demand by allowing the utility to turn off certain customer-selected appliances during periods of extreme demand, capacity shortages, and system emergencies including system frequency regulation. FPL installs equipment to control eligible appliances, including central air conditioners/electric heating, water heaters, and pool pumps. Through this program, customers are educated on the benefits of participating in load management initiatives which help maintain system reliability and efficiency. By enrolling in the On Call program, customers actively contribute to reducing peak demand and overall energy consumption during critical periods, supporting both personal cost savings and broader energy conservation goals. The On Call program utilizes contractors to install and service the load control equipment necessary for participation.

#### **2. Eligibility Requirements**

The program is available to all FPL residential customers who have eligible end-use equipment and occupied the premise for at least nine months of the year. See Applicable Tariff Sheets: 8.217 – 8.218.

#### **3. Participation Requirements**

FPL-installed equipment is connected to eligible customer-selected end-use equipment (*i.e.*, central air conditioning, central electric heating, electric water heaters, and pool pumps), allowing FPL to control these loads. See Applicable Tariff Sheets: 8.217 – 8.218.

#### **4. Incentives**

Participants in the On Call program will receive a monthly credit on their electric bill, as specified in Tariff Sheet No. 8.217. The credit amount depends on the type and number of appliances enrolled in the program.

#### **5. Incentive Processing:**

Participant bill credits will commence upon the installation and completion of required verification of the load control equipment.

#### **6. Reporting Requirements**

Program costs will be reported to the Commission in FPL's Energy Conservation Cost Recovery (ECCR) True-Up and Projection filings. Program achievements will be reported in FPL's Demand-Side Management (DSM) Annual Report.

#### **7. Disclaimers**

See Applicable Tariff Sheet Nos. 8.217 – 8.218.

### **HVAC On-Bill (On Call) Pilot Program Standards**

#### **1. Program Overview**

The HVAC On-Bill (HOB) pilot is an option within FPL's Residential On Call<sup>®</sup> program that provides customers with new HVAC equipment, routine service, and maintenance for a fixed monthly charge on their electric service bill. This pilot encourages the adoption of efficient, new HVAC equipment without requiring an upfront payment from the customer and provides cost-effective load control to FPL and the general body of customers. The HVAC equipment installed under the pilot is subject to load management and participants receive monthly bill credits in accordance with the Company's Residential On Call Tariff and the HVAC Service Agreement.

#### **2. Eligibility Requirements**

- The pilot is available to residential customers in FPL's service area who own their home that is permanently affixed to the underlying real property, and
- Customer must be in good standing and meet minimum credit requirements established by FPL.
- Customer must be eligible for Residential Service under rate schedule RS-1, or RS-1/2EV.
- Customer must allow reasonable access to the residential property for installation and servicing of HVAC equipment and devices used to effect load control.

#### **3. Participation Requirements**

##### **3.1 General Requirements**

Participation requirements are specified in Rate Schedule ROC, Sheet Nos. 8.217-8.281, Optional HVAC Services Rider (HVAC), Sheet Nos. 8.220-8.221, Optional HVAC Services Agreement, Sheet Nos. 9.858-9.866 and associated Statement of Work (SOW).

##### **3.2 Contractor Requirements:**

- FPL at its sole discretion will determine the number of Participating Independent Contractors (PICs) eligible to participate in the pilot.
- PIC must be a licensed mechanical or air conditioning contractor in good standing in the State of Florida at all times.
- PIC must sign an agreement with FPL regarding participation in the pilot.
- PIC is required to comply with all requirements FPL establishes for offer, approval, and execution of the HVAC Services Agreement and SOW. A failure to comply can result in removal from participation in the pilot.
- The PIC must complete the installation of HVAC equipment in compliance with all local code and permit requirements.
- Equipment necessary for load control must be installed in accordance with FPL specifications.

### **3.2.1 Service Level Agreements (SLAs) – HVAC Services**

#### **a) Standard Service/Preventative Maintenance Response**

- Contractors will schedule service appointments within 48 hours of customer request.

#### **b) Emergency Service Response**

- For no heating (below 40°F) or no cooling (above 85°F) outside temperatures, an on-site service visit must occur within 24 hours or the next business day after customer contact.

#### **c) Arrival Time Window**

- Contractors will provide a 4-hour arrival window and adhere to the scheduled timeframe.

#### **d) Repair Completion Time**

- Simple Repairs: Completed within 24 hours of diagnosis.
- Complex Repairs/Replacements: Complete repairs within a commercially reasonable timeframe.

#### **e) Customer Communication**

- Contractors will provide regular status updates to customers until service completion.

#### **f) Parts Availability**

- Contractors will maintain an inventory of common replacement parts to ensure timely repairs and minimize delays.

#### **g) Customer Complaint Resolution**

- Valid Complaints: Acknowledge within 1 business day and resolve within a commercially reasonable timeframe.
- Invalid Complaints: Provide a response with an explanation within 2 business days.
- Regulatory Complaints (Florida Public Service Commission (PSC)): Submit a formal response to the PSC within 10 business days, including documented service history.

#### **h) Service Documentation & Reporting**

- Contractors must upload detailed work orders and service reports to the portal

within 7 business days of service completion.

**i) Performance Metrics & Compliance**

- Quarterly Performance Reviews: Contractors must participate in performance evaluations and corrective action planning.
- Customer Satisfaction: Maintain a post-service customer satisfaction rating of 85% or higher.
- Issue Escalation: Unresolved issues beyond SLA limits must be escalated to program management within 24 hours or the next business day.
- First-Time Fix Rate: At least 90% of service requests should be resolved on the first visit to minimize repeat calls.
- Contractor Responsiveness: Contractors must respond to program management inquiries within 24 hours or the next business day for active cases.

**j) Completion Confirmation**

- Contractors must obtain customer confirmation of satisfactory service completion after each installation or repair.

**k) Disaster Recovery Plan**

- Implement and maintain a disaster recovery plan to ensure service continuity during emergencies.

**4. Service Charge and Incentives**

- Monthly HVAC Service Charge accepted by customer in SOW will be added to the customer's monthly FPL bill for the term of the Service.
- Customer bill credits will be provided in accordance with the Residential On Call program Rate Schedule ROC, Sheet No. 8.217 and HVAC Service Agreement, Sheet No. 9.859.
- As authorized by the Florida Public Service Commission Rule 25-6.105 (Refusal or Discontinuance of Service by Utility), in the event of a payment default on the participating customer's electric bill (including, but not limited to, any or all of the monthly HVAC Service charge), FPL may discontinue electrical service to customer's residence.

**5. Incentive Processing:**

Participant bill credits will commence upon the installation and completion of required verification of the load control equipment.

**6. Reporting Requirements**

Pilot costs and revenues will be reported to the Commission in FPL's Energy Conservation Cost Recovery ("ECCR") True-Up and Projection filings. Pilot achievements will be reported in FPL's Demand-Side Management ("DSM") Annual Report.

In addition to reporting requirements associated with all approved DSM programs, FPL will provide:

- Monthly service charge for each installation in the annual ECCR True-Up filing
- SEER level of new and replaced HVAC equipment in the DSM Annual Report

**Example Project Cost Recovery Schedule and Early Termination Fees<sup>1</sup>**

	HVAC Services Rev Req	HVAC Services Payments	Net ECCR Impact		Early Termination Schedule
Year	Nominal	Nominal	Nominal	PV	
1	\$2,287	\$1,873	\$414	\$383	\$8,307
2	\$2,154	\$1,873	\$281	\$241	\$7,744
3	\$2,023	\$1,873	\$150	\$119	\$7,075
4	\$1,917	\$1,873	\$44	\$32	\$6,316
5	\$1,820	\$1,873	(\$53)	(\$36)	\$5,470
6	\$1,730	\$1,873	(\$143)	(\$90)	\$4,537
7	\$1,655	\$1,873	(\$218)	(\$127)	\$3,524
8	\$1,586	\$1,873	(\$287)	(\$155)	\$2,432
9	\$1,519	\$1,873	(\$354)	(\$177)	\$1,255
10	\$1,464	\$1,873	(\$409)	(\$189)	\$0
<b>Total</b>	<b>\$18,154</b>	<b>\$18,730</b>	<b>(\$576)</b>	<b>\$0</b>	

<sup>1</sup> Based on a project cost of \$7,600 and no pre-payment of load control credits

**7. Disclaimers**

See Applicable Tariff Sheets: 8.217 – 8.218, 8.220-8.221, and 9.858-9.866.

### **Residential HVAC Program Standards**

#### **1. Program Overview**

The Residential HVAC program aims to help customers reduce their heating and cooling costs by providing rebates for the installation of high-efficiency central air conditioning or heat pump systems. This program educates customers on the benefits of installing high-efficiency HVAC systems to reduce energy costs and improve overall home comfort. By providing a monetary incentive, the program encourages customers to opt for systems that exceed federal efficiency standards, thereby contributing to energy conservation and demand-side management goals. The goal is to encourage the adoption of high-efficiency HVAC systems, thereby enhancing energy efficiency in residential settings.

FPL delivers this program through Participating Independent Contractors (PICs), who offer the rebate to the customer at the time of qualifying air conditioning or heat pump installation.

#### **2. Eligibility Requirements**

- Customers must have an active FPL residential account.
- Customers must not have received a rebate for the same HVAC system within the past two years. This limitation may be waived, at FPL's sole discretion, if the HVAC system is damaged by a state or federally recognized natural disaster, tornado, fire, or similar event.

#### **3. Participation Requirements**

##### **3.1 Customer Requirements**

- Customers must select an HVAC system that meets all equipment specifications.
- Customers must select, verify, and hire a Participating Independent Contractor (PIC) to perform the installation work.
- Governmental entities, including local, state, and federal agencies, may, with FPL's pre-approval, perform installations themselves provided they comply with all other program standards requirements.

##### **3.2. Equipment/Materials Requirements**

- HVAC systems must be straight-cool and heat pump, electric-driven, air-cooled or water-cooled systems, excluding window units and single-zone mini splits.
- HVAC systems must have a Seasonal Energy Efficiency Ratio (SEER2) equal to or greater than one point above current federal efficiency standards.
- HVAC systems must be new, not previously installed, or used.
- HVAC systems must be certified by the Air Conditioning, Heating & Refrigeration Institute (AHRI) as listed on its website ([www.ahridirectory.org](http://www.ahridirectory.org)) and listed (including any supplemental devices) by Underwriters Laboratories (UL) or another nationally recognized testing organization in accordance with UL standards.

- HVAC systems must completely replace an existing electric-driven cooling system, including the condenser, blower, evaporator coil, and any supplemental devices. Replacement of only some components does not qualify.

### **3.3. Contractor Requirements**

- A PIC is required to comply with all requirements of these program standards, and a failure to comply can result in denial of the rebate and the PIC's removal from participation in the program.
- The rebate amount must appear as an itemized credit on the PIC's invoice to the customer, and the customer must have paid the amount net of the rebate.
- A PIC must sign an agreement with FPL regarding participation in the program. This is separate and independent from any agreement between the customer and the PIC.
- A PIC must be a licensed mechanical or air conditioning contractor in good standing in the State of Florida at all times.
- FPL, at its sole discretion, will determine the number of PICs eligible to participate in the program.

### **4. Incentives**

- The rebate amount is \$200 per qualifying unit.

### **5. Incentive Processing**

- PICs shall submit a rebate reimbursement request and all required documentation through FPL's online portal, or through any other administrative process as may be established by FPL, in a timely and accurate manner.
- PICs must include the following in the submission:
  - A completed rebate form
  - The AHRI document, which verifies the efficiency certification of the installed HVAC system
  - An outdoor photo of the HVAC unit, clearly showing the model number
  - An indoor photo of the HVAC unit, clearly showing the model number
  - A photo of the house number to verify the installation location.
- For the sole purpose of ensuring Program compliance in order to issue the rebate, FPL reserves the right to verify any installation and will be the sole determiner of whether the requirements of these Program Standards have been met. Customer must allow access for this purpose.
- FPL will process the rebate reimbursement to the PIC after 45 days of receiving a completed and approved customer enrollment.

### **6. Reporting Requirements**

- Program costs will be reported to the Commission in FPL's Energy Conservation Cost Recovery (ECCR) True-Up and Projection filings.
- Program achievements will be reported in FPL's DSM Annual Report.

### **7. Disclaimers**



- The issuance of a rebate by FPL under the program shall not be considered or relied upon by the customer to be confirmation that the customer has selected the proper HVAC system for their residence and/or that any of the underlying work performed by the PIC was done properly pursuant to the manufacturer recommendations and specifications, building codes, other applicable laws, industry standards, or individual contract requirements. FPL does not participate in or approve the selection of the HVAC system and does not manage or provide oversight of the work performed by the PIC selected and hired by the customer. It is the sole responsibility of the customer to investigate and select an HVAC System that is appropriate for their specific application, perform their own due diligence in selecting the PIC, manage the PIC they select and hire to perform the work, and to take the necessary precautions they deem prudent to ensure the equipment, materials, and work meets their expectations.
- FPL does not provide any supervision, control, or instructions to PICs regarding the means and methods for performing any work that might be eligible for a rebate. This is entirely the responsibility of the PIC who is an independent contractor and likewise the sole responsibility of the customer to manage and inspect the work performed by the PIC. FPL provides no guaranty or warranty regarding the amount of energy savings to be expected, the material, and/or the work provided by the PIC.

### **Residential Ceiling Insulation Program Standards**

#### **1. Program Overview**

The Residential Ceiling Insulation program encourages customers to improve their home's thermal efficiency by providing rebates for ceiling insulation in qualifying homes. FPL delivers this program through Participating Independent Contractors (PICs), who provide the rebate to the qualifying customer at the time of ceiling insulation installation. The program aims to enhance energy efficiency and reduce energy consumption in residential properties by improving the building envelope's thermal efficiency.

#### **2. Eligibility Requirements**

- Customers must have an active FPL residential account.
- The home must have whole-house central electric air conditioning and heating.
- The home must have a verified ceiling insulation R-value of less than R-8.

#### **3. Participation Requirements**

##### **3.1 Customer Requirements**

- Customers must select, verify, and hire a Participating Independent Contractor (PIC) to perform the installation work.
- Governmental entities, including local, state, and federal agencies, may, with FPL's pre-approval, perform installations themselves provided they comply with all other program standards requirements.
- Customers must provide access to all attic spaces to determine eligibility.

##### **3.2. Equipment/Materials Requirements**

- Ceiling insulation material must include, but is not limited to, the following insulation types: blown-in, batt, or spray foam.
- Ceiling insulation must be new, meaning it cannot be refurbished, previously installed, or otherwise used.
- Ceiling insulation must have a specified R-Value. Thermal properties, technical specifications, and performance characteristics must be independently tested and verified using the applicable test methods/standards established by the American Society of Testing and Materials (ASTM) or based on other FPL-approved calculations and test methods, where appropriate.

##### **3.3. Contractor Requirements**

- PICs must comply with all requirements of these program standards. Failure to comply can result in denial of the rebate and the PIC's removal from participation in the program.
- PICs must sign an agreement with FPL regarding their overall participation in the program. This is separate and independent from any agreement between the customer and the PIC.
- PICs must have the appropriate license in good standing to perform the work.
- Installation by the PIC must meet a minimum of current state, county, and local code

requirements, and cover all conditioned space, including the scuttle hole where applicable (additions or renovations do not qualify).

- Installation must be in an accessible attic (inaccessible attics and flat roof installations are not eligible).
- Ceiling insulation must not be installed on top of unfinished (drop) ceilings.
- The rebate amount must appear as an itemized credit on the PIC's invoice to the customer, and the customer must have paid the amount net of the rebate.
- PICs must leave a product specification sheet for FPL at the premise.
- FPL, at its sole discretion, will determine the number of PICs eligible to participate in the program.

#### **4. Incentives**

- The rebate amount is \$220 per installation.

#### **5. Incentive Processing**

- PICs shall submit a rebate reimbursement request and all required documentation through FPL's online portal, or through any other administrative process as may be established by FPL, in a timely and accurate manner.
- PICs must include the following in the submission:
  - A completed rebate form
  - A pre-insulation photo showing the level of existing insulation
  - A post-insulation photo showing the level of new insulation
  - A photo of the house number to verify the installation location.
- For the sole purpose of ensuring program compliance to issue the rebate, FPL reserves the right to verify any installation and will be the sole determiner of whether the requirements of these Program Standards have been met. Customer must allow access for this purpose.
- FPL will process the rebate reimbursement to the PIC after 45 days of receiving a completed and approved customer enrollment.

#### **6. Reporting Requirements**

- Program costs will be reported to the Commission in FPL's Energy Conservation Cost Recovery (ECCR) True-Up and Projection filings.
- Program achievements will be reported in FPL's Demand-Side Management (DSM) Annual Report.

#### **7. Disclaimers**

The issuance of a rebate by FPL under the program shall not be considered or relied upon by the customer to be confirmation that the customer has selected the proper ceiling insulation for their residence or that any of the underlying work performed by the PIC was done properly pursuant to the manufacturer recommendations and specifications, building codes, other applicable laws, industry standards, or individual contract requirements. FPL does not participate in or approve the selection of the ceiling insulation and does not manage or provide oversight of the work performed by the PIC selected and hired by the customer. It is the sole responsibility of the customer to investigate and select ceiling insulation that is appropriate for their specific application, perform their own due diligence in

selecting the PIC, manage the PIC they select and hire to perform the work, and to take the necessary precautions they deem prudent to ensure the equipment, materials, and work meets their expectations.

FPL does not provide any supervision, control, or instructions to PICs regarding the means and methods for performing any work that might be eligible for a rebate. This is entirely the responsibility of the PIC who is an independent contractor and likewise the sole responsibility of the customer to manage and inspect the work performed by the PIC. FPL provides no guaranty or warranty regarding the amount of energy savings to be expected, the material, and/or the work provided by the PIC.

## **Residential New Construction (BuildSmart®) Program Standards**

### **1. Program Overview**

The Residential New Construction (BuildSmart®) program is designed to encourage builders and developers to design and construct energy-efficient new homes that achieve BuildSmart certification and move to achieve ENERGY STAR® qualifications, achieving an energy performance improvement score of at least ten points better than current building codes require. The program educates builders and developers on the benefits of constructing energy-efficient homes and provides technical support, regular training, and certification processes, alongside financial incentives to builders. By promoting superior building practices that align with ENERGY STAR® qualifications, the program leads to significant energy savings and enhanced sustainability.

The BuildSmart program is delivered to builders, developers, and owner-builders of new homes by FPL Program Specialists who certify that the homes meet the BuildSmart program requirements. To verify that a new home achieves an energy performance improvement score of at least ten points better than the minimum code requirements, a program specialist calculates the home's energy improvement score using an Energy Gauge calculation based on construction plans or the output from a certified third-party rater Home Energy Rating System (HERS) report, as defined in the Florida Administrative Code 9B-60.002.

### **2. Eligibility Requirements**

- The program is open to all builders, developers, and owner-builders of new homes within FPL's service territory.
- The home must be a new residential single-family detached or single-family attached home where each housing unit is separated by a ground-to-roof wall and has no unit constructed above or below.
- The home must have whole-house electric cooling and heating supplied by a central HVAC system.

### **3. Participation Requirements**

#### **3.1 Home Requirements**

- The home must achieve an energy performance improvement of at least ten points better than an applicable baseline home required by the Florida Energy Efficiency Code for Building Construction, as determined by FPL's BuildSmart energy performance calculation.

#### **3.2. Builder Requirements**

- The builder must construct a home that will be served by FPL.
- The builder must be licensed by the State of Florida as a General Contractor, a Building Contractor, or a Residential Contractor.
- Governmental entities, including local, state, and federal agencies, may, with FPL's pre-approval, perform installations themselves provided they comply with all other Program Standards requirements.

- The builder must submit the following documentation to FPL:
  - Construction information notice including:
    - Physical address/lot number
    - Home model information
    - Construction start/stop dates
  - Data to perform the energy performance calculations including:
    - Home plans (floor, elevation, orientation, etc.)
    - Equipment specifications
    - Other information FPL deems necessary to properly model the energy score
- If applicable, the builder must provide a certified EnergyGauge Buildings (ENB) file or another FPL-approved file.
- For the sole purpose of issuing the BuildSmart certificate, FPL reserves the right to verify any home and will be the sole determiner of whether the requirements of these Program Standards have been met. The builder must allow access for this purpose.

#### **4. Incentives**

Financial incentives may be provided in addition to a BuildSmart certification:

- ENERGY STAR® Incentive: \$75 for homes qualified as achieving both BuildSmart and ENERGY STAR® certification.

#### **5. Incentive Processing**

- Payments of incentives are sent to the builder based on their designated payee upon verification of Energy Star qualification.

#### **6. Reporting Requirements**

- Program costs will be reported to the Commission in FPL's Energy Conservation Cost Recovery (ECCR) True-Up and Projection filings.
- Program achievements will be reported in FPL's Demand-Side Management (DSM) Annual Report filed with the Florida Public Service Commission.

#### **7. Disclaimers**

The issuance of a financial incentive by FPL under the program shall not be considered or relied upon by the customer or builder to be confirmation that the installed energy conservation measure(s) was appropriate for the residence or that any of the underlying work performed by the builder in the design and construction of the house and/or the installation of any energy conservation measure was done properly pursuant to the manufacturer recommendations and specifications, building codes, building plans, other applicable laws, design and engineering standards, industry standards, or individual contract requirements. FPL does not participate in or approve the selection of the energy conservation measure(s) and/or participate in the construction of the house and does not manage or provide any oversight of the work performed by the builder. It is the sole responsibility of the customer to perform any due diligence necessary in connection with any decision made in purchasing a home which may be BuildSmart certified. The issuance of a financial incentive under the program does not provide the builder or customer with any type of guarantee, assurance, and/or warranty related to a BuildSmart

home, including the amount of energy savings to be expected.

The builder is neither employed by FPL nor an agent of FPL but rather an independent contractor. FPL does not provide any engineering, plans, designs, or instructions regarding the construction of a BuildSmart home and does not provide any supervision, control, or instructions to the builder regarding the means and methods for performing any work that might be eligible for a financial incentive under the program. This is entirely the responsibility of the builder, who is an independent contractor, and likewise the sole responsibility of the customer to manage and inspect the work performed by the builder.

### **Residential Low-Income Weatherization Program Standards**

#### **1. Program Overview**

The Residential Low-Income Weatherization program is specifically designed to assist low-income customers by providing direct installation of energy saving measures. The program operates through two distinct models. First, low-income areas are identified and proactively canvassed to recruit qualifying customers for measure installation through FPL's Community Energy Saver initiative. The initiative also includes a free energy survey to help customers identify additional low and no-cost ways to reduce energy consumption. Second, Weatherization Assistance Providers (WAPs) or other FPL-approved agencies who have installed specified measures can submit rebate requests to FPL.

#### **2. Eligibility Requirements**

- Customers must be existing FPL residential customers who meet certain low-income criteria.
  - FPL's Community Energy Saver program is conducted in areas where the majority of customers' incomes are below 200% of the federal poverty level. All customers in these identified areas are eligible to participate.
  - For measures installed by WAP or other FPL approved agencies, customers eligibility is determined by the agency.

#### **3. Participation Requirements**

- Customer must agree to have measures installed by FPL, FPL designated representative, or FPL approved agency.

#### **4. Incentives**

- Customers will receive installed energy and water-saving measures for free whether provided through FPL, a WAP, or any other FPL approved entity.
- Reimbursement amounts for each measure installed by WAP or other FPL approved agencies will be as follows:

<b><u>Measure Type</u></b>	<b><u>Reimbursement Amount</u></b> <i>(per household)</i>
<b><u>Weatherization/Infiltration</u></b>	
- Weatherstripping, Caulking, and Door Sweeps (Infiltration)	\$90
<b><u>Air Conditioning</u></b>	
- Duct Testing & Repair	\$60
- Outdoor Coil Cleaning	\$60
<b><u>Water Heating</u></b>	
- Low Flow Showerhead	\$30
- Faucet Aerator	\$10
- Pipe Wrap	\$40
<b><u>Ceiling Insulation</u></b>	
- Below Code Add R-10	\$500
<b><u>Lighting</u></b>	
- LED Bulbs	\$6



#### **5. Incentive Processing**

- FPL-approved agency shall submit the Low-Income Weatherization Rebate Form to FPL within 90 days of installation.
- Reimbursement amounts for each measure installed by WAP or other FPL approved agencies will be paid to the approved agency after 45 days of receiving completed documentation and confirming all program requirements are met.
- FPL-approved agency must correct any deficiency in installation or materials identified by FPL within 90 days of notification.

#### **6. Reporting Requirements**

- Program costs will be reported to the Commission in FPL's Energy Conservation Cost Recovery (ECCR) True-Up and Projection filings.
- Program achievements will be reported in FPL's Demand-Side Management (DSM) Annual Report.

#### **7. Disclaimers**

The issuance of an incentive by FPL under the program shall not be considered or relied upon by the customer to be confirmation that any of the underlying work performed by the FPL-approved agency was done properly pursuant to the manufacturer recommendations and specifications, building codes, other applicable laws, industry standards, or individual contract requirements. FPL does not participate in or approve the selection of conservation measures installed by the FPL-approved agencies and does not manage or provide oversight of the work performed by the FPL-approved agency. It is the sole responsibility of the customer and the FPL-approved agencies to investigate and select conservation measures that are appropriate for their specific application, perform the work, and to take the necessary precautions they deem prudent to ensure the equipment, materials, and work meets their expectations.

FPL does not provide any supervision, control, or instructions to FPL-approved agencies regarding the means and methods for performing any work that might be eligible for a rebate. This is entirely the responsibility of the FPL-approved agency and likewise the sole responsibility of the customer to manage and inspect the work performed by the FPL-approved agency. FPL provides no guaranty or warranty regarding the amount of energy savings to be expected, the equipment, and/or the work provided by the FPL-approved agencies.

### **Low-Income Renter Pilot Program Standards**

#### **1. Program Overview**

FPL's Low-Income Renter Pilot program encourages landlords of low-income rental properties to upgrade HVAC systems for energy efficiency, benefiting renters with lower energy bills. The program offers financial incentives to cover the incremental cost of replacing code-compliant units with high-efficiency HVAC systems. This initiative supports FPL's commitment to energy conservation and helps low-income renters reduce their energy costs. Participation is limited to 500 installations per year over three years to assess the program's effectiveness for potential future expansion.

#### **2. Eligibility Requirements**

- The property must have renters with an active FPL residential account.
- The property must be a residential rental home where the landlord or agency can provide income eligibility via renter participation in assistance from recognized assistance agencies.
- The property must not have received a rebate for the same HVAC system within the past two years. This limitation may be waived, at FPL's sole discretion, if the HVAC system is damaged by a state or federally recognized natural disaster, tornado, fire, or similar events.

#### **3. Participation Requirements**

##### **3.1. Equipment/Materials Requirements**

- HVAC systems must be straight-cool and heat pump, electric-driven, air-cooled systems, excluding window units and single-zone mini splits.
- The system must have a Seasonal Energy Efficiency Ratio (SEER2) minimum equal to or greater than one point above current federal efficiency standards.
- The system must be new (*i.e.*, cannot be refurbished, previously installed, or used).
- The system must be certified by the Air Conditioning, Heating & Refrigeration Institute (AHRI) as listed on its website ([www.ahridirectory.org](http://www.ahridirectory.org)) and listed (including any supplemental devices) by Underwriters Laboratories (UL) or another nationally recognized testing organization in accordance with UL standards.
- The system must completely replace an existing electric-driven cooling system (*i.e.*, condenser, blower, coil, and any supplemental devices). Replacement of only some components does not qualify.

##### **3.2. General Requirements**

- The landlord must select an HVAC system that meets all equipment requirements.
- The landlord must ensure that the installation is performed by a licensed HVAC contractor, WAP, or Community Action Agency.
- The landlord must submit detailed project information, including income eligibility documentation and HVAC system specifications to FPL.
- The property must allow reasonable access for FPL representatives to inspect the HVAC installation and verify compliance with program requirements.

#### **4. Incentives**

- The rebate amount will be the difference in the quoted cost of standard efficiency HVAC equipment and qualifying efficiency HVAC equipment, not to exceed \$1,000.
- The rebate shall be paid directly to the landlord or designated payee. Rebates paid directly to licensed HVAC contractors will be applied as an itemized discount on the invoice to the landlord.

#### **5. Incentive Processing**

- Incentive payments will be made as a direct payment to the customer or designated payee after 45 days of receipt of completed documentation and confirming eligibility and participation requirements are met.
- Participation is limited to 500 installations per year over a three-year period. FPL will close current-year participation upon reaching this limit.

#### **6. Reporting Requirements**

- Program costs will be reported to the Commission in FPL's Energy Conservation Cost Recovery (ECCR) True-Up and Projection filings.
- Program achievements will be reported in FPL's Demand-Side Management (DSM) Annual Report.

#### **7. Disclaimers**

The issuance of a rebate by FPL under the Program shall not be considered or relied upon by the customer as confirmation that: (i) the customer has selected the proper HVAC system for the rental property; and/or (ii) any of the underlying work performed by the licensed HVAC contractor was done properly pursuant to the manufacturer's recommendations and specifications, building codes, other applicable laws, industry standards, or individual contract requirements. FPL does not participate in or approve the selection of the HVAC system and does not manage or provide oversight of the work performed by the contractor selected and hired by the customer. It is the sole responsibility of the customer to investigate and select an HVAC system that is appropriate for their specific application, perform their own due diligence in selecting the licensed HVAC contractor, manage the contractor they select and hire to perform the work, and take the necessary precautions they deem prudent to ensure the equipment, materials, and work meet their expectations.

FPL does not provide any supervision, control, or instructions to contractors regarding the means and methods for performing any work that might be eligible for a rebate. This responsibility lies entirely with the contractor, who is an independent contractor, and it is likewise solely the customer's responsibility to manage and inspect the work performed by the contractor. FPL provides no guarantee or warranty regarding the amount of energy savings to be expected, the equipment, or the work provided by the contractor.

**FPL Business Program Portfolio**  
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### **Business Energy Evaluation Program Standards**

#### **1. Program Overview**

The Business Energy Evaluation (BEE) program is designed to educate customers on energy efficiency and encourage the implementation of recommended practices and measures, even if these are not included in FPL's Demand-Side Management (DSM) programs. The BEE is also used to identify potential candidates for other FPL DSM programs. This program is delivered through three channels: online through an FPL system, by phone with FPL representatives using the online system, or on-site by FPL representatives. In 2023, FPL introduced the Business Energy Manager tool, which allows business customers to better understand their energy usage and identify savings opportunities. The objective of the BEE program is to educate business customers on energy efficiency and encourage them to participate in applicable FPL DSM programs and implement other recommended actions. Customers receive a Business Energy Evaluation upon survey completion.

The Business Energy Evaluation program is delivered through the following channels:

- Online BEE: Performed by customers using FPL's online system.
- Phone BEE: Conducted by FPL representatives using FPL's online system.
- Field BEE: Conducted by FPL representatives at the customer's facility.

These delivery methods ensure that business customers, whether they own or rent their facility, can access the program and benefit from its services.

#### **2. Eligibility Requirements**

- The customer must have an active FPL business account.

#### **3. Participation Requirements**

- The survey must be performed by the customer using FPL's online survey tool at FPL.com or by an FPL representative over the phone or on-site at the customer's business.

#### **4. Incentives**

- There are no direct financial incentives offered under the Business Energy Evaluation program.
- Business Energy Surveys identify opportunities for customers to receive financial incentives through other FPL business programs.

#### **5. Reporting Requirements**

- Program costs will be reported to the Commission in FPL's Energy Conservation Cost Recovery (ECCR) True-Up and Projection filings.
- Program achievements will be reported in FPL's Demand-Side Management (DSM) Annual Report.

#### **6. Disclaimers**

The utility does not warrant or guarantee the audit findings or recommendations, nor is the utility liable as a result of the audit for the acts or omissions of any person who implements or attempts to implement those conservation measures recommended by the auditor” (Rule 25-17.003, Florida Administrative Code). It is the sole responsibility of the customer to determine whether any energy conservation measure is appropriate for their property and to manage any independent contractor that is selected and hired by the customer.

### **Business On Call® Program Standards**

#### **1. Program Overview**

The Business Load Management (On Call®) program is designed to help FPL manage energy demand by allowing the utility to turn off air conditioners during periods of extreme demand, capacity shortages, and system emergencies including system frequency regulation. FPL installs equipment to control customer's DX central electric air conditioners. Through this program, customers are educated on the benefits of participating in load management initiatives which help maintain system reliability and efficiency. By enrolling in the On Call program, customers actively contribute to reducing peak demand and overall energy consumption during critical periods, supporting both personal cost savings and broader energy conservation goals. The On Call program utilizes contractors to install and service the load control equipment necessary for participation.

#### **2. Eligibility Requirements**

The program is available to FPL business customers on rate schedule GS-1 and GSD1 that normally operates air conditioners between 3pm – 6pm at least four days a week. See Applicable Tariff Sheet Nos. 8.109-8.110 for requirements.

#### **3. Participation Requirements**

FPL-installed equipment is connected to eligible customer's central electric air conditioners-allowing FPL to control these loads. See Applicable Tariff Sheet Nos. 8.109-8.110 for requirements.

#### **4. Incentives**

Participants in the On Call program receive a monthly credit on their electric bill, as specified in Tariff Sheet No. 8.109. The credit amount depends on the number of air conditioning units and tonnage enrolled in the program.

#### **5. Incentive Processing:**

Participant bill credits will commence upon the installation and completion of required verification of the load control equipment. See applicable Tariff Sheet Nos. 8.109-8.110

#### **6. Reporting Requirements**

Program costs will be reported to the Commission in FPL's Energy Conservation Cost Recovery ("ECCR") True-Up and Projection filings. Program achievements will be reported in FPL's Demand-Side Management ("DSM") Annual Report.

#### **7. Disclaimers**

See applicable Tariff Sheet Nos. 8.109-8.110

### **Commercial/Industrial Demand Reduction (CDR) Program Standards**

#### **1. Program Overview**

The Commercial/Industrial Demand Reduction (CDR) program is designed to allow FPL to control customer loads of 200 kW or greater during periods of extreme demand, capacity shortages, or system emergencies. Participating customers receive monthly bill credits based on the amount of kW they are willing to have interrupted. Participation in the program is governed by the FPL Commercial/Industrial Demand Reduction Rider and Agreement. Each customer enrollment is unique, determined by the specific amount of kW the customer agrees to have interrupted. Once a completed agreement is executed, contractors install equipment at the customer's premises that allow FPL to remotely interrupt the applicable load.

#### **2. Eligibility Requirements**

The program is available to FPL business customers who meet the requirements outlined in the CDR Rider (Tariff Sheet Nos. 8.680 – 8.685).

#### **3. Participation Requirements**

See the CDR Rider (Tariff Sheet Nos. 8.680 – 8.685) for program requirements.

#### **4. Incentives**

Participants in CDR program receive a monthly credit on their electric bill, as specified in Tariff Sheet Nos. 8.680 – 8.685.

#### **5. Incentive Processing:**

Participant bill credits will commence upon the installation and completion of required verification and testing of the load control equipment. See Tariff Sheet Nos. 8.680 – 8.685.

#### **6. Reporting Requirements**

Program costs will be reported to the Commission in FPL's Energy Conservation Cost Recovery ("ECCR") True-Up and Projection filings. Program achievements will be reported in FPL's Demand-Side Management ("DSM") Annual Report.

#### **7. Disclaimers**

See Tariff Sheet Nos. 8.680 – 8.685



**Commercial/Industrial Load Control (CILC) Program Standards (CLOSED)**  
(Closed to New Participants)

**1. Program Overview**

The Commercial/Industrial Load Control (CILC) program allows FPL to control customer loads of 200 kW or greater during periods of extreme demand, capacity shortages, or system emergencies. This initiative helps maintain system reliability and efficiency by shedding large commercial and industrial customer loads as referenced in the CILC agreement. The program is governed by the requirements in FPL CILC Tariff Sheet Nos. 8.650 – 8.659 and applicable Agreement. The program was closed to new participants as of December 31, 2000, and is only available to existing participants who had entered into a CILC agreement as of March 19, 1996.

**2. Eligibility Requirements**

The CILC program was closed to new participants as of December 31, 2000. It remains available only to existing CILC customers who entered into a CILC agreement as of March 19, 1996, and continue to meet the requirements outlined in the CILC Tariff (Tariff Sheet Nos: 8.650 – 8.659). Customers are responsible for providing appropriate contact information to FPL for communication of load management event alerts and program notifications.

**3. Participation Requirements**

- The program is closed to new participants.
- Existing participants shall be responsible for providing appropriate contact information to FPL for communication of load management event alerts and program notifications.
- See Tariff Sheet Nos, 8.650 – 8.659 for program requirements.

**4. Incentives**

See Tariff Sheet Nos, 8.650 – 8.659.

**5. Incentive Processing:**

See Tariff Sheet Nos, 8.650 – 8.659.

**6. Reporting Requirements**

Program costs will be reported to the Commission in FPL's Energy Conservation Cost Recovery ("ECCR") True-Up and Projection filings. Program achievements will be reported in FPL's Demand-Side Management ("DSM") Annual Report.

**7. Disclaimers**

See Tariff Sheet Nos, 8.650 – 8.659.

### **Business Heating Ventilation & Air Conditioning (HVAC) Program Standards**

#### **1. Program Overview**

The Business Heating, Ventilating & Air Conditioning (HVAC) Program is designed to encourage commercial and industrial customers to install high-efficiency electric HVAC systems and aims to help these customers reduce their overall heating and cooling costs. The primary types of eligible systems include chillers and split/package Direct Expansion (DX) systems. The program also encourages the installation of Variable Frequency Drives (VFD) on HVAC pumps to enhance system efficiency.

#### **2. Eligibility Requirements**

- The customer must have an active FPL business account.
- The HVAC system must be for new construction or retrofit installations.

#### **3. Participation Requirements**

##### **3.1 Equipment/Materials Requirements**

- The equipment must be new (*i.e.*, cannot be refurbished, previously installed, or used) unless pre-approved by FPL.
- The HVAC system must be part of the facility's primary HVAC system.
- The equipment must exceed Florida Building Code requirements as specified by FPL.
- The equipment must operate during FPL's seasonal summer on-peak periods (3:00 p.m. to 6:00 p.m. ET weekdays from June 1 through September 30).

##### **3.1.1 Requirements for Chillers**

- The chiller must be certified by the manufacturer to AHRI Standards 550/590 Current Edition.
- The chilled water must be rated at a leaving temperature of 44°F.
- The chilled water must be rated at an entering temperature of 54°F.
- Water-cooled condensers must be rated at return temperatures of 85°F with a flow rate of 3.0 gpm per ton.
- Air-cooled condensers must be rated at an ambient air temperature of 95°F.

##### **3.1.2 Requirements for DX Systems**

- The equipment must be used to air condition a facility or process load.
- The DX system must not be used as a backup or emergency unit that is not part of the normal operational sequence.
- The equipment must exceed Florida Building Code SEER2 or EER Requirement / ASHRAE 90.1 Standards Current Edition.
- The equipment must be AHRI or AHRI/ISO certified.
- For any special class/size of HVAC equipment not AHRI/ISO certified or for any HVAC equipment model numbers with minor (non-energy) variations from AHRI/ISO listings, manufacturer verified specifications shall be provided.

### 3.1.3 Requirements for Variable Frequency Drives (VFD) on HVAC Pumps

- The VFD shall meet ANSI/AHRI Standard 1210.
- The VFD must regulate motor speed by adjusting the frequency and voltage of the electrical power supplied to the motor.
- The VFD cannot be mechanically integrated into the motor and electric commutated motor (EC motor) controller.

## 4. Incentives

### 4.1 Rebate Amount for Chillers

The rebate amount for qualifying chillers is calculated based on a maximum of \$145 per Summer kW reduction.

### 4.2 Rebate Amount for DX Systems

System Capacity	Minimum Efficiency	Rebate Amount
Less than 5.42 tons	SEER2: 14.78	\$200 per unit
Equal to 5.42 tons and less than 11.25 tons	EER: 11.98	\$400 per unit
Equal to 11.25 tons and less than 20 tons	EER: 11.77	\$800 per unit
Equal to 20 tons and less than 63.33 tons	EER: 10.70	\$820 per summer kW reduction
Equal to 63.33 tons and greater	EER: 10.38	\$820 per summer kW reduction

### 4.3 Rebate Amount for VFDs

The rebate amount is calculated based on a maximum of \$1,600 per summer kW reduction.

## 5. Incentives Processing

Incentive payments will be processed by providing a direct payment to the customer or designated payee after 45 days of receiving completed documentation and confirming eligibility and participation requirements are met, including receipt of the following documentation:

- One of the following providing specifications for the HVAC equipment:
  - Mechanical Schedules
  - Manufacturer Specification Sheets
  - Schedule of Values
- The AHRI Certificate verifying the efficiency certification of the installed HVAC system
- Original invoice or purchase order, which must contain the model number and quantity of units
- Pictures of the units installed to confirm proper installation
- The installing contractor's license (if applicable)
- A completed and signed rebate form.

## **6. Reporting Requirements**

Program costs will be reported to the Commission in FPL's Energy Conservation Cost Recovery (ECCR) True-Up and Projection filings. Additionally, the program achievements will be reported in the Demand-Side Management (DSM) Annual Report.

## **7. Disclaimers**

The issuance of a rebate by FPL under the Program shall not be considered or relied upon by the customer to be confirmation that: (i) The customer has selected the proper HVAC system; and/or (ii) any of the underlying work performed by the contractor was done properly pursuant to the manufacturer's recommendations and specifications, building codes, other applicable laws, industry standards, or individual contract requirements.

FPL does not participate in or approve the selection of the HVAC system and does not manage or provide oversight of the work performed by the contractor selected by the customer. It is the sole responsibility of the customer to investigate and select an HVAC system that is appropriate for their specific application, perform their own due diligence in selecting the contractor, manage the contractor they select to perform the work, and take the necessary precautions they deem prudent to ensure the equipment, materials, and work meet their expectations.

FPL does not provide any supervision, control, or instructions to the contractor regarding the means and methods for performing any work that might be eligible for a rebate. This is entirely the responsibility of the contractor and the customer to manage, inspect, and accept the work performed by the contractor. FPL provides no guarantee or warranty regarding the amount of energy savings to be expected, the equipment, or the work provided by the contractor.

### **FPL Business Lighting Program Standards**

#### **1. Program Overview**

The Business Lighting Program encourages customers to install high-efficiency lighting systems by providing incentives for the installation of qualifying lighting fixtures. Customers enroll in the program by submitting project details, including the number and size of qualifying lighting fixtures installed, and FPL provides the rebate through a direct payment to the customer. This program is delivered primarily through customer advisors and paid digital and online advertising. FPL also promotes the program through trade publications.

#### **2. Eligibility Requirements**

##### **2.1 Customer Eligibility Requirements:**

- The customer must have an active FPL business account.
- The customer must select LED lighting fixtures that meet all equipment specifications.

##### **2.2 Lighting Fixture Specifications:**

- The fixtures must replace existing less efficient interior lighting with a permanent LED fixture (including interior spaces in parking garages). The lighting fixture will not qualify if it is required by code.
- The fixtures must be ceiling mounted, fully integrated and hardwired, including Low, Medium, and High Bay fixtures.
- The fixtures must be new (i.e., cannot be refurbished, previously installed, or used).
- The fixtures must be listed on the Design Lights Consortium (DLC) or ENERGY STAR® website.
- The fixtures must operate during FPL's seasonal summer on-peak periods (3:00 p.m. to 6:00 p.m. ET weekdays from June 1 through September 30).

#### **3. Participation Requirements**

- Customers must submit detailed project information, including the number and size of qualifying lighting fixtures installed.
- Customers must ensure that the installed lighting equipment meets the program's specifications.
- The customer must allow reasonable access for FPL representatives to inspect the lighting installation to verify compliance with program requirements.

#### **4. Incentives**

<b>Fixture</b>	<b>Rebate (per Fixture)</b>
LED Linear	\$10
LED (0-140 Watts)	\$20
LED (greater than 140 Watts)	\$40

**5. Incentive Processing:**

- Rebates are processed upon confirmation of the completed installation and submission of all required documentation.
- For the sole purpose of ensuring program compliance in order to issue the rebate, FPL reserves the right to verify any installation and will be the sole determiner of whether the requirements of these Program Standards have been met. Customer must allow access for this purpose.
- Incentive payments will be made as a direct payment to the customer or designated payee after 45 days of receipt of completed documentation and confirming eligibility and participation requirements are met.

**6. Reporting Requirements**

Program costs will be reported to the Commission in FPL's Energy Conservation Cost Recovery (ECCR) True-Up and Projection filings. Additionally, program achievements, including the number of projects completed and total energy savings achieved, will be reported in the Demand-Side Management (DSM) Annual Report.

**7. Disclaimers**

The issuance of a rebate by FPL under the Program shall not be considered or relied upon by the customer to be confirmation that: (i) The customer has selected the proper lighting system; and/or (ii) any of the underlying work performed by the contractor was done properly pursuant to the manufacturer's recommendations and specifications, building codes, other applicable laws, industry standards, or individual contract requirements.

FPL does not participate in or approve the selection of the lighting system and does not manage or provide oversight of the work performed by the contractor selected by the customer. It is the sole responsibility of the customer to investigate and select a lighting system that is appropriate for their specific application, perform their own due diligence in selecting the contractor, manage the contractor they select to perform the work, and take the necessary precautions they deem prudent to ensure the equipment, materials, and work meet their expectations.

FPL does not provide any supervision, control, or instructions to the contractor regarding the means and methods for performing any work that might be eligible for a rebate. This is entirely the responsibility of the contractor and likewise the sole responsibility of the customer to manage and inspect the work performed by the contractor. FPL provides no guarantee or warranty regarding the amount of energy savings to be expected, the equipment, or the work provided by the contractor.

### **FPL Business Custom Incentive Program Standards**

#### **1. Program Overview**

The Business Custom Incentive (BCI) Program helps business customers save energy by providing customized rebates for the installation of unique high-efficiency technologies not covered by other FPL Demand-Side Management (DSM) programs. This program encourages customers to install unique high-efficiency technologies and is primarily promoted through customer advisors as they become aware of potential projects. FPL will evaluate the energy and demand savings of the project and determine any potential rebate based on the program standards.

#### **2. Eligibility Requirements**

##### **2.1 Customer Eligibility Requirements:**

- The customer must have an active FPL business account.
- The customer must operate the equipment during FPL's seasonal summer on-peak periods (3:00 p.m. to 6:00 p.m. ET weekdays from June 1 through September 30).
- The customer must reduce their facility's electrical demand coincident with FPL's seasonal summer system peak by a minimum of 25 kW.

##### **2.2 Project Requirements:**

- The project must not be covered by any other FPL program.
- The project must be permanent (*i.e.*, not an operational, controls, or maintenance improvement) as determined by FPL.
- The equipment must be new (*i.e.*, cannot be refurbished, previously installed, or used) unless pre-approved by FPL.
- The equipment must not have been installed prior to the date of written acceptance of the customer's proposal by FPL.
- The equipment must not be installed later than one year after the acceptance date, unless pre-approved by FPL.
- The project must not adversely impact FPL's system reliability, equipment, or safety.
- The project must pass RIM or TRC and Participants test and not involve fuel switching.
- The project must not be based exclusively on a change or improvement to the customer's electrical equipment such as electrical wiring, transformers, electric distribution equipment, substation equipment, or transmission facilities.
- The project must be formally approved by FPL before installation.
- The project must be accessible for post-installation verification and performance monitoring for one year.

#### **3. Participation Requirements**

- Customers must submit detailed project proposals, including equipment specifications, energy and demand savings projections, verifiable cost information, and any other information that demonstrate compliance with program requirements.
- Customers must allow reasonable access for FPL representatives to inspect the equipment

installation and verify compliance with program requirements.

- The customer must cooperate with FPL's post-installation verification and performance monitoring for a period of one year following installation.

#### **4. Incentives**

##### **4.1 Rebate Amount:**

- The rebate amount is project-specific and based on the following Commission-approved cost-effectiveness testing results:
  - The payback to the customer must be greater than two (2) years.
  - The total rebate cannot exceed 25% of the incremental cost.
  - The total payment cannot exceed \$250,000.

##### **4.2 Potential Adjustments:**

- Once the monitoring and verification of the project are completed, the total rebate amount may be adjusted downward if the actual summer coincident peak demand savings is more than 15 percent below that stated in the project proposal. No upward adjustment will be made.
- Any adjustment will be based on the cost-effectiveness testing utilizing the actual savings and the same resource assumptions in effect at the time of FPL's approval of the customer's formal proposal.

#### **5. Incentive Processing:**

- Payment will be made upon satisfactory completion of the project installation, monitoring, and verification work, and all other Program Standards and contract requirements.

#### **6. Reporting Requirements**

Program costs will be reported to the Commission in FPL's Energy Conservation Cost Recovery (ECCR) True-Up and Projection filings. Additionally, program achievements, including the number of projects completed and total energy savings achieved, will be reported in the Demand-Side Management (DSM) Annual Report.

#### **7. Disclaimers**

The issuance of a rebate by FPL under the Program shall not be considered or relied upon by the customer to be confirmation that: (i) the customer has selected the proper equipment or conservation measure; and/or (ii) that any of the underlying work performed by the customer or a third party was done properly pursuant to the manufacturer recommendations and specifications, building codes, other applicable laws, industry standards, or individual contract requirements.

FPL does not participate in or approve the selection of the equipment, conservation measure, or third-party installer. FPL does not install the conservation measure for the customer and does not manage, supervise, control, or provide any oversight of the work performed for such installation by the customer or any third-party selected by the customer. It is the sole responsibility of the customer to



investigate and select the equipment and/or conservation measure that is appropriate for their specific application, manage any third party they select to perform the work, and to take the necessary precautions they deem prudent to ensure the equipment and work is proper and meets their expectations. FPL provides no guaranty or warranty regarding the amount of energy saving, the equipment, and/or the work performed by the customer or third party.